

COMMUNITY TOOLKIT

The New Look Community Toolkit

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Session aim

- Look at how working with the network, syndicate partners and service users has helped in the development of the Community Toolkit
- Get hands on with the new features and content of the Community Toolkit
- Quality assurance
- What happens post SVA

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Community Toolkit Developments

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Community Toolkit development process

At the start of 2011 we embarked on a massive consultation programme working with TSI organisations, users of the Community Toolkit and information providers, to assess their needs and to identify functional and content developments for the Community Toolkit.

- Online satisfaction surveys
- Consultancy sessions at network events
- Website usability workshops with TSI organisations
- Community Toolkit content training and review events

These consultations focused on the three key areas of website usability.

1. Structure of Community Toolkit content
2. The presentation of that content
3. The content itself

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Community Toolkit consultation outcomes

The Community Toolkit was found to be an extremely reliable a resource especially for member groups, however:

- For first time visitors website structure was not easy to navigate
- It was difficult to search content and funding opportunities
- Content layouts were not easy to read with long pages of text, confusing links and scrolling content
- Additional content was required to satisfy the four functions of a TSI

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Community Toolkit improved ways to find information

- **Simple Step guides** to help visitors quickly access information using common scenarios faced by community groups or organisations.
- **A to Z listing of pages** using keywords based on network and day to day terminology
- **Free text search** incorporating keywords, page summaries and content
- **New funders database** that allows a free text search as well as category listings
- **Sitemap** quick overview of the full website

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Community Toolkit improved presentation of content

- Restructured the website to guide a user through the life cycle of a group or project
- Improved categorisation of content to reduce page scrolling and long lists of information
- New page layouts that include direct links to documents and other sources of information
- New funders database with free text search
- RSS feeds for instant news updates
- Resource Library for quick access to documents, templates and other information providers

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Community Toolkit additional content

As part of the restructuring of the Community Toolkit, all content was reviewed with the help of external agencies and network colleagues. New topics identified from our consultations include:

- Volunteering – brand new section
- Community Planning – brand new section
- Trading as a Social Enterprise – new topic
- Marketing and promotion – enhanced information
- Community Transport – new topic
- Winding up an organisation – new content

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Community Toolkit Tour

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COMMUNITY TOOLKIT

Community Toolkit Tour

The Community Toolkit online resource offers your staff and community groups access to a wealth of information.

Technical set up allows the resource to be styled to that of the host site enabling you to retain your local identity whilst being part of a national network.

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Community Toolkit quick overview

- Purpose built Funders database
- Over 200 pages of information
- 19 navigational sections
- 7 sections dedicated to core services and functions
 - Setting up a Community Group
 - Managing and developing your Community Group
 - Generating income
 - People management
 - Volunteering
 - Resource management
 - Community Planning

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Community Toolkit Hands On Tour

- Use the Simple Step Guides to take you through the information on the Community Toolkit
- Take a look at the
 - A to Z page listings
 - Find funders
 - Jargon Buster
 - New content

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New look Community Toolkit Feedback

- How easy was it for you to find the information?
- Is the information in sufficient detail?
- What additional information would you like to see?
- How beneficial will the new features such as Find a Funder be to your service users?
- Is there any other improvements you would like to see as we move into 2012?

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**Community Toolkit
The Future**

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Commitment to working with:-

TSI network and other organisations - to ensure the Community Toolkit supports and compliments TSI organisational development

information and service providers - to ensure all Community Toolkit information is current and quality assured

syndicate partners and community groups - to ensure Community Toolkit content is appropriate ,relevant and of value

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QUALITY ASSURANCE

- Information checked and source verified
- Written either by Community Toolkit team or TSI colleagues
- Content reviewed by recognised experts and agencies

Maintenance and Updating - Community Toolkit Editor

- CMS system – review dates
- Legislation changes processed as priority
- New information – updates to existing content

Keeping the user informed of updates and changes

- News articles appear for each section
- RSS feeds for immediate alerts
- Monthly Toolkit e-bulletins

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Stakeholder Involvement

- Workshops
- Event participation
- Partner newsletters
- Evaluation sessions at The Gathering
- Online surveys
- FOCUS GROUP

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Post SVA - Retaining the Community Toolkit Resource

Rolling contracts

Choice of payment for ongoing annual maintenance fee

Discounts for additional organisations within partnership TSI

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Thank you for your continued input into the
Community Toolkit resource

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